

Co-ordinator needed to match clients with Good Neighbour volunteers

Eastleigh Good Neighbours (EGN)

Description

The co-ordinator is the first point of contact between the client and the volunteer at Eastleigh Good Neighbours. The client will ring the answerphone service and leave a message requesting a service from EGN. This could be for a medical appointment, gardening or DIY. The client will leave the date and time of the service required, together with a contact number.

At the end of day, the co-ordinator will take the messages from the answerphone. Once the messages have been recorded by the co-ordinator they will match the job to a volunteer using an excel spreadsheet. This involves phoning the volunteer to confirm their availability for the task and, if they agree, recording this on the spreadsheet. The co-ordinator will then phone the client back to confirm the details together with the name of the volunteer.

The co-ordinator's role is undertaken at home and should take approximately 10 hours per week and will be worked on a rota basis, shared with the other co-ordinators. All expenses will be paid. The service only runs Monday to Friday.

Organisation Description

Eastleigh Good Neighbours helps local people in need with shopping, collecting prescriptions, visits to hospitals, the doctors, dentists and to attend other important appointments. We also carry out some simple tasks that clients are unable to do for themselves, including light gardening and minor repairs.

When

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Morning	✓	✓	✓	✓	✓		
Afternoon	✓	✓	✓	✓	✓		
Evening	✓	✓	✓	✓	✓		

Cause / Interests

Disability, Health and Social Care, Families, Older People

Types of Activity

General and Helping, Trusteeship and Committees, Administration

Skills and Qualifications

Requirements

Co-ordinators need good organisational and communication skills. Computer skills are required as the use of email and basic Microsoft Excel skills are important. Minimum age 16

Additional/Specific Suitabilities

Age/Gender Restrictions	16+
DBS checks undertaken	Yes
Disabled Access	Volunteers work from home
Equal Opportunities Policy	Yes
Expenses	Yes
Induction	Yes
Insurance Cover	Yes
Training	Yes
Volunteer Policy	Yes

Recruitment Method

Application Form, Informal Discussion, DBS (Disclosure and Baring Service), References

Directions

The organisation has no office base, but meets 4 times a year in central Eastleigh. Opportunities are either home based or in the Eastleigh area.

Contact Information

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Secretary
Eastleigh Good Neighbours (EGN)
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Details valid from Tue 18th Jun 2013 to Sun 31st May 2015